**IT Applications, Unit 4**

**Ch 4, Organisations and information needs, p 129-136**

What is an information system?

1. Define an information system.
2. List the 4 components of an information system.

**Components of an information system**, p 131

**Equipment**

**1 Software**

Elaborate under each of the following four main types of software.

1. Operation or system software
2. Application software
3. Utility software
4. Programming software

**2 Hardware**

a. List the 5 core components of a pc.

**3 Data**

1. Describe the nature of data.

**4 Personnel**

1 Who are the personnel in organisations?

**5 Procedures**

1. What is the purpose of procedures?

**Information characteristics in organisations,** p 133

**Information flow**

1. What is meant by information flow?
2. List the four hierarchy levels within a large organisation and the people who are at each of these levels.

**Structure of information, p 134**

Describe the following categories or structures of information and which hierarchy level uses the information.

1. Detail reports
2. Summary reports
3. Aggregate reports
4. Sample reports
5. Exception reports.

**Decision-making in organisations, p 135**

Under each of the following levels of management describe the characteristics of decision making made, strategic, tactical, operational and day-to-day decisions.

1. Decision-making by senior management
2. Decision-making by middle management
3. Decision-making by operational management
4. Decision-making by operational workers